



# UNITED



## Introducing the United Airlines Inflight Safety Action Program: A Partnership in Safety

### What ISAP is:

The Inflight Safety Action Program (ISAP) is a safety partnership between United, the FAA and the AFA designed to help identify safety risks that might otherwise go undetected. ISAP provides flight attendants with a forum to report safety-related events and risks they observe on the line without fear of punitive action as the result of having filed a report.\* The ISAP program was launched in 2014 for subsidiary-Continental and Continental Micronesia flight attendants, and has been in place at subsidiary-United since 2005. ISAP, along with FSAP, MSAP, GSAP and DSAP (the pilot, maintenance, ground operations and dispatch safety action programs, respectively) is a key component of the United Airlines Safety Management System.

### What ISAP does:

- ✓ Allows United to proactively identify and resolve safety risks throughout the operation and identify systemic issues and trends before accidents and/or incidents occur.
- ✓ Data gathered regarding risks is shared among divisions for analysis and corrective action, therefore ISAP helps create a safer environment for all employees.
- ✓ The fact that the program is non-punitive helps ensure that corrective actions taken address the root cause of a safety risk rather than punishing individuals whose error might indicate a larger issue (e.g. the need for training or a change to procedures).

### How ISAP Works:

- ✓ A working flight attendant observes a potential safety risk or inadvertently violates a regulatory requirement.
- ✓ The flight attendant utilizes the online reporting system to file an ISAP report regarding the event or observation.
- ✓ The Event Review Committee (a representative from the Company, the AFA and the FAA) meets to review the reports. The ERC uses information in the reports to identify safety concerns and collaborates to develop recommendations for corrective action.

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\*ISAP reports are confidential and are not shared outside of the program. Reports submitted **cannot** be used to initiate or support disciplinary action by the company or FAA. Exception: Reports involving Criminal Activity, Substance Abuse, Controlled Substances, Alcohol or Intentional Falsification are not accepted into ISAP and will be forwarded to the FAA for appropriate handling.



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## Introducing the United Airlines Inflight Safety Action Program: A Partnership in Safety (cont.)

### ISAP Report Acceptance Criteria:

- ✓ Report must be submitted in a timely manner after the completion of an ID/pairing, (within 24 hours domestic/48 hours international) or 24 hours after becoming aware of a possible violation.  
*Note: In some cases reports may qualify for acceptance outside of this time frame.*
- ✓ Any regulatory non-compliance must be inadvertent and not appear to involve intentional disregard for safety.
- ✓ Reports may not involve excluded events (e.g. criminal activity, substance abuse).

### Examples of Reports:

ISAP should be used to report potential safety hazards, any violation of an FAR, or violation of a Company safety policy. The individual submitting a report does not have to be directly involved in a safety violation, they may report something they witnessed or a general safety concern observed while performing duties as a working crewmember. Examples:

- ✓ Designated Flight Attendant fails to complete exit row briefing
- ✓ Flight attendant is not seated in jumpseat for take-off or landing
- ✓ Customer Service Agent fails to follow door closure procedures
- ✓ Melting ice in the galley creates a safety hazard

Reference your Flight Attendant Operations Manual Chapter 2-Reporting for additional information.

### Things that should not be reported through ISAP:

- ✓ Customer illness (unless a safety concern has been identified)
- ✓ Non-safety/non-security issues involving catering, aircraft appearance, marketing
- ✓ Issues with layover hotels

### How can I find out more about ISAP?

- ✓ Get a copy of the ISAP Booklet
- ✓ Talk to your supervisor or your local AFA union representative
- ✓ Check out the ERC Road Show, coming soon to a base near you!